

MAIL STOP AF

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In the application of : Tony McCORMACK  
Serial No. : 10/828,697  
Filed : April 21, 2004  
For : Management of Contacts in a Network of  
Contact Centers  
Examiner : Susan F RAYYAN  
Art Unit : 2167  
Customer number : 23644

**RESPONSE TO FINAL OFFICE ACTION MAILED MARCH 22, 2007**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

*Entered per RCE 7/12/07  
KUS  
7/17/07*

Dear Sir,

In response to the final Office Action mailed March 22, 2007, applicant makes the following submission: